

Duke, Daphne

254204

From: Gates, Nina
Sent: Friday, January 16, 2015 4:44 PM
To: Duke, Daphne
Subject: FW: UBER in South Carolina

Importance: High

From: Roberto Perez-Vega [<mailto:roberto@twelvesouth.com>]
Sent: Friday, January 16, 2015 4:44 PM
To: PSC_Commissioner.Howard; PSC_Contact
Cc: _RegStaff - Complaints Distribution Group
Subject: UBER in South Carolina
Importance: High

Dear Commissioner Howard,

As a well traveled international businessman, I've used UBER in many cities across Europe and the US. I've had several OUTSTANDING experiences with the level of service, safety and integrity that UBER drivers provide.

I've left my umbrella, iPhone and wallet in UBER cabs — all of which were returned promptly! Even at the expense of UBER drivers going out of their way to do so.

Moreover, level of cleanliness and caliber of vehicles provided by UBER is simply incomparable to the dirty, malodorous, mechanically questionable taxis that are allowed to operate (especially here in Charleston). It's simply embarrassing to ask any guests to Charleston to grab a taxi at the airport. We demand a better class of service, thus use UBER every single chance we get!

I, for one, will continue to use (and heavily promote) their service and sincerely hope our government will not hinder UBER in it's operations — especially as it serves it's customers so brilliantly.

I look forward to seeing this cease and desist order rescinded and UBER allowed to continue unfettered operations.

Sincerely,

Roberto

Roberto Perez-Vega
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